Account creation procedures for new faculty and staff members.
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These procedures are designed to make the account creation process for new faculty and staff members as seamless as possible for the individual. The procedure ensures that the new employee has obtained official status as a faculty or staff member of Georgia College & State University before accounts are created. This process is in compliance with the University System of Georgia and Georgia College's Information Technology Security Standards.

The Division of Information Technology considers that a newly hired faculty or staff member gains official status as an employee of Georgia College once the Banner New Employee Entry has been completed. The responsibility and authority for creating a new employee entry in the Banner system is with the Office of the Provost for employees with faculty status and Office of Human Resources for employees with staff status. These Offices share the responsibility of verifying that the new employee has requested a preferred email address as well as the accuracy of the request information. The entry of employee information in Banner triggers the various account creation processes. In addition, these same offices also generate EREQ electronic requests as an official notice that triggers the creation of other accounts.

Network and Email account

The electronic request (EREQ) initiates the following chain of events to create a network and email account.

1. IT (Serve) receives an official notification EREQ.

2. Serve creates a work order ticket and forwards the ticket to the Systems Administration group.

3. Systems Administration creates an active directory account, email account, email aliases, personal "Q" drive share (for Faculty and Staff Only), and other necessary access criteria.

    a. There are two different username formats for the Network account; the faculty username is "First Name.Last Name"; the staff format for student workers is "First Name_Last Name". System Administration sets a default password for the account and enters that into an IT internal database for reference purposes.

4. Systems Administration notifies Serve that the account has been created and forwards the account information including the initial network and email password to Serve. System Administration will also update the work order ticket.

5. Serve will contact the employee's supervisor and/or the departmental secretary indicating that the new employee's accounts have been created. Serve will share instructions on how the new employee initializes their accounts and how they add their information to the Campus Directory with the employee's supervisor and/or the departmental secretary.

New Employee Account Initialization

1. New employees will contact Serve to receive their initial randomly generated password for network and email access. Serve will guide new employees through the steps of setting a new network and email password as well as connecting to their personal "Q" drive share.
2. Instructions will direct new employees to PAWS at http://paws.gcsu.edu/
3. The new employee will be directed to the "Look up your GCID" link at https://vbana.gcsu.edu:4451/pls/PROD/gcsu_ID_lookup.P_DispIDQuery
4. Once receiving their GCID the new employee will go to the "Enter Secure Area" link at https://vbana.gcsu.edu:4451/pls/PROD/twbkwbis.P_WWWLogin
5. New employees will use their GCID and their 6 digit birthday to access the system.
6. New employees will be prompted to set a new password and complete the challenge questions.
7. The new employee then go to the "Change CAS Password" link within PAWS https://vbana.gcsu.edu:4451/pls/PROD/twbkwbis.P_GenMenu?name=amenu.P_CASMnu